

BHT Sussex's main GDPR statement is available on our website via the following link: <https://www.bht.org.uk/contact-us/privacy-policy/>. The additional statement below specifically relates to the BHT Sussex Floating Support Service.

Introduction

This notice is to advise you of how we request and collect your personal data, how we process it and what your rights are.

The Floating Support Service is part of BHT Sussex. BHT Sussex recognises the sensitivity of your personal data and takes your privacy very seriously. We will only process the personal data you give us to help us provide you with services or support.

BHT Sussex is the "Controller" of the personal data you provide for us to use when we provide you with services or support. As the Controller, BHT Sussex are responsible for ensuring that your personal data is used for the purpose for which it has been collected, that it is stored safely and securely, that you can see your data and request it be altered or removed and that you know how to raise a complaint if you believe we are not using your data in accordance with the law. "We" is the term we use in this document to describe BHT Sussex employees, including the employees at the Floating Support Service who have received relevant training on how to collect, store and protect your personal data.

Why do we process data about you?

We use the data you supply to help us provide you with support services. Your data helps us to work with you to draw up and deliver support plans to help you achieve health, housing, social, financial, work, learning and other support goals.

You do not have to supply your personal data for us to provide you with support, but it does help us to give you a more effective service if you do.

What type of data do we process?

We will process data that will help us work with you to provide support services and to contact you about events and activities that may interest you. That data may include your name, date of birth, national insurance number, proof of identification, accommodation history, contact telephone numbers, email address, and next of kin. It may also include data relating to your medical health, mental health or social care history and needs, substance misuse support needs, employment status, work and training history, support plans and data related to meetings and communications about your support.

Depending on the support you are receiving we may also ask to process data about your race, ethnic origin, religion, health, sex life, sexual orientation, or offending support needs.

How do we collect data about you?

To understand what may be helpful to you we will ask for information from you when we meet face-to-face, when you fill in a form or when you communicate with us by telephone, electronically or by letter. We may also receive personal data about you from another organisation or person who refers you to us for support.

As part of the support service we offer you, we may collect personal data about you from other people or organisations, for example the local authority, medical professionals, and other support agencies.

Who do we share your data with?

As part of your support there may be times where we need to share your information with other organisations, or individuals, that can help us provide additional support for you. When we need to share any of your personal data, we will usually ask for your permission.

We may share some of your data in good faith with other agencies, without your permission, where they will help us provide you with support, where we are required to do so by law, where we have good reason to believe that you pose a risk of harm to yourself or others or to protect our interests, for example in recovering any unpaid service charges or rent.

Examples of these situations include:

- Providing information to the local authority about your situation in respect of a housing assistance application.
- Contacting a GP or other health professional when asking them for information in respect of your well-being.
- We may share your personal data without your permission if we call an ambulance for you.

We will never sell or rent your personal data.

Using your data for statistical purposes

We may use your data to produce reports for organisations that fund our work so they can check we are delivering an effective service to you. When we produce these reports, including our own Annual Report, we will remove anything that could identify you as an individual.

What is our legal basis for processing your data?

The Floating Support Service has a legitimate interest in processing data about you as it is necessary for us to use your personal data for us to provide you with support services or accommodation and for us to be able to monitor and report on the effectiveness of the services we provide.

The Floating Support Service may also process sensitive data relating to your race, ethnic origin, religion, health, sex life, or sexual orientation to provide support services as processing this data is necessary for the purposes of preventive or occupational medicine, for the provision of health or social care, or treatment or the management of health or social care systems and services.

The Floating Support Service has a legitimate interest to process data about your criminal offence records to help us provide you with any offending support needs you may have as part of your support plan goals.

How long do we hold data for?

We are required to keep your data for 6 years, after which time it will be destroyed. We may need to keep data for longer if required. For example, we may keep your data longer than 6 years in the case of on-going legal investigations.

What are your rights?

You have the right to request to see the data we hold about you and apply to have it corrected or removed. You may decline to share any or all your personal data with us, or if you do not want us to process your data, in which case we may not be able to provide you with an effective service.

If you have any questions, or you wish to exercise a right under data protection legislation, please contact us via email at: yourdata@bht.org.uk

Or you can write to us at:

Data Protection Lead
BHT Sussex
144 London Road
Brighton
BN1 4PH
01273 645400

To raise a complaint on how we handled your personal data, contact our Data Protection Lead who will investigate the matter. If you are not satisfied with our response, or believe we are not processing your personal data in accordance with the law, you can complain to the [Information Commissioner's Office \(ICO\)](#).

We are registered as a Data Controller with the ICO.

Our registration number is Z5329144.